



Infrastructure Directorate

Job Title: Project Officer

Grade: 4

Responsible to: Estates Development Manager

Context of the Project Officer

Our Vision is: *“Exceptional environments that enable talented and creative minds to grow”*

Falmouth Exeter Plus (FXP) manages and delivers services at Falmouth, Penryn and Truro Campuses on behalf of Falmouth University and the University of Exeter. Working with the Falmouth & Exeter Students' Union (FXU) and wider university partnerships, we support Higher Education learning and living and ensure that the interests of all campus users are at the heart of everything we do.

The Infrastructure Directorate continually strives to meet our vision through the provision of the Built Estate and a wide range of Estates Services to our customers and site users.

Sitting within the Estates service, the Estates Development team supports the Universities' growth ambitions through the project management of major capital developments and minor capital campus improvements across both the Penryn and Falmouth campuses. The programme of works can be diverse and complex, ranging from refurbishment through to new build facilities, delivering the best campus experience for our community.

Overall purpose of the Project Officer

The Project Officer will be a proactive, dependable and enthusiastic member of the Estates Development team, actively contributing to the successful delivery of a diverse portfolio of capital projects and packages of work.

The role required a hands-on approach to managing and delivering a portfolio of smaller-scale project packages that are typically less complex but still essential to the team's overall programme or works. The Project Officer may also be required to provide invaluable support to our Project Managers on larger, more complex schemes, gaining exposure to a wide range of project types and delivery methods. In addition, the Project Officer will provide administrative support to the team, maintaining IT systems, general information management and financial assistance.

The role will involve working on multiple projects simultaneously, often at different stages of development, therefore excellent organisational and time management skills are essential. As Project Officer, you will be responsible for coordinating and planning project activities, ensuring progress is monitored, risks managed, and milestones met. With excellent communication skills you will liaise successfully with internal and external stakeholders to deliver projects which fit the needs of our campus community.

You will prepare and maintain accurate and up to date project documentation, including the preparation of reports, meeting minutes, risk logs and progress updates. You will use our contractor management systems effectively to track activities and manage health and safety.

Main Duties

- Be responsible for the development, co-ordination and completion of key development projects, working both independently and within the team, to a brief provided by the Estates Development Manager.
- Act as an important interface with a range of stakeholders, both within FXP, the Universities and externally, in the delivery of projects. Coordination of communication and documentation.
- Work proactively to identify and minimise project risks in the completion of projects. Work to overcome complex challenges, analysing the options and developing innovative and practical solutions, engaging stakeholders as required.
- Collaborate to create project documentation, including new projects request processes, project briefs, project initiation documents, project execution plans and project programmes, ensuring all work undertaken is performed to a professional standard, in a consistent and effective manner.
- Act as an initial point of contact for the Estates Development Team, signposting enquiries to the relevant area and operating in an advisory capacity on basic project matters and those relating to policies and procedures.
- Support the Estates Development team to provide reports, presentations and briefings when required, produced to a professional standard and appropriate to the audience.
- To operate in an advisory capacity regarding relevant project management techniques suited to achieve success in particular projects and achieve efficiencies.
- Coordinate and minute project meetings as required, ensuring that appointments, reports, and papers are produced in a timely manner and distributed appropriately.
- Coordinate the Estates Development team administration, ensuring IT systems are utilised successfully to support communication and information management, maintaining project information to an auditable standard. Work proactively to recommend improvements and support to embed new systems.
- Assist the Head of Estates and Estates Development Manager establish and maintain project policies, procedures and document library.
- Support the Estates Development team with financial management, including raising requisitions and liaising with the finance team.
- Ensure your workload is highly planned, organised and structured to minimise the impact on conflicting priorities and multiple deadlines.

General Duties

- Contribute to delivering an Estate that fits the needs of a Higher Education Institution with due respect to the diverse nature of the learning environment and national initiatives.
- Be vigilant with regards to Health & Safety and lead by example by understanding risks inherent in Estates projects and reporting anything which could damage the reputation and systems of the universities.
- Maintain good records, documenting actions in appropriate systems.
- Embrace the principles and concepts of the frameworks and standards adopted by Estates, including procurement protocols, RIBA Plan of Work stages, CDM etc.
- Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with professionally and with appropriate regard to their needs.
- Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.
- Agree personal and team objectives and work to achieve them, developing both individually and collectively.
- Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

Person Specification

| Importance | Personal attribute description | How we may assess |
|--|---|-----------------------------------|
| Qualifications & Certifications | | |
| Essential | NVQ level 4 or equivalent qualification in administration or relevant work-based experience. | Application |
| Desirable | Undergraduate qualification. | Application |
| Knowledge, Experience and Skills | | |
| Essential | Recent and relevant experience of managing projects from initiation to completion, utilising recognised project management tools. | Application; interview |
| Essential | Significant experience using Microsoft Office packages including Word, Outlook and Excel. | Application |
| Essential | Recent and relevant experience of undertaking administrative duties to include minute taking, organising meetings. | Application |
| Essential | A proven track record of working with multiple stakeholders on a range of objectives. | Application; interview |
| Essential | Demonstrable experience of using own initiative to proactively and efficiently execute duties and responsibilities. | Interview; probation |
| Essential | Experience of the implementation of administrative systems and procedures to include financial record keeping and contracts. | Application; interview |
| Desirable | Previous experience of working in the HE sector. | Application |
| Desirable | Previous experience of working in professional services office. | Application; interview |
| Desirable | Previous experience of project focused office work. | Application; interview |
| Desirable | Experience of Agresso. | Application |
| Desirable | Experience of developing administrative processes and procedures. | Application; interview |
| Personal Behaviours | | |
| Essential | Respectful: Thinks of others before speaking or acting. Treats all persons equitably, fairly and justly, exhibiting good manners. Modifies style to fit the audience, interpreting difficult subjects to be understood by all. | Application; Interview; Probation |
| Essential | Cooperative: Develops and maintains good working relationships across the organisation and beyond. Approachable, good-natured, and easy to talk to, using various methods and tools to communicate effectively. Helps others to do or believe something, regardless of their level in the organisation. | Probation |
| Essential | Flexible: Creatively identifies and creates better ways of working. Thrives in an environment of change, being adaptable and open to; ideas, advice and guidance. Blends creative, problem-solving, and technical skills to develop new approaches. Seeks new opportunities both personally and organisationally. | Interview; Probation |
| Essential | Quality-focused: Strives for continuous personal and professional development. Always considers how to improve things. Confident in challenging existing work practices and driving improvement. Takes the time to do things right, thoroughly and following policy, process and procedure. | Application; Interview; Probation |
| Essential | Honest: Open and truthful whilst respecting confidentiality. Remains composed | Interview; |

| Importance | Personal attribute description | How we may assess |
|------------|---|---------------------------|
| | under pressure, using clear and sound reasoning to justify actions. Provides clear, calm and useful feedback to all levels of the organisation. | Probation |
| Essential | Organised: Deals with workload efficiently. Confidently plans and delivers what is required, using available resources effectively. Maintains good records, complying with established systems and processes. | Application; Probation |